



**COTA**



This Card Deck will show you how to plan your trip on a COTA vehicle. There are 5 different ways to plan your trip.

**CARD 1 OF 17**

  
Routes &  
Status

  
Transit  
Near Me

  
**Trip  
Planner**

**FROM**

 (Current Location)

**TO**

 Search for a location


**COTA**




Option 1: Plan on COTA.com. Go to [www.COTA.com](http://www.COTA.com). Click "Trip Planner."

**CARD 2 OF 17**


**FROM**

 (Current Location)

**TO**

 Search for a location

**DATE**

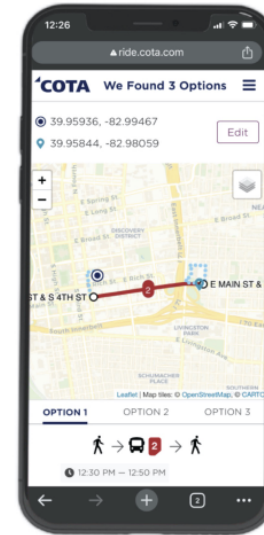
 g 3, 2023

**DEPARTURE TIME**

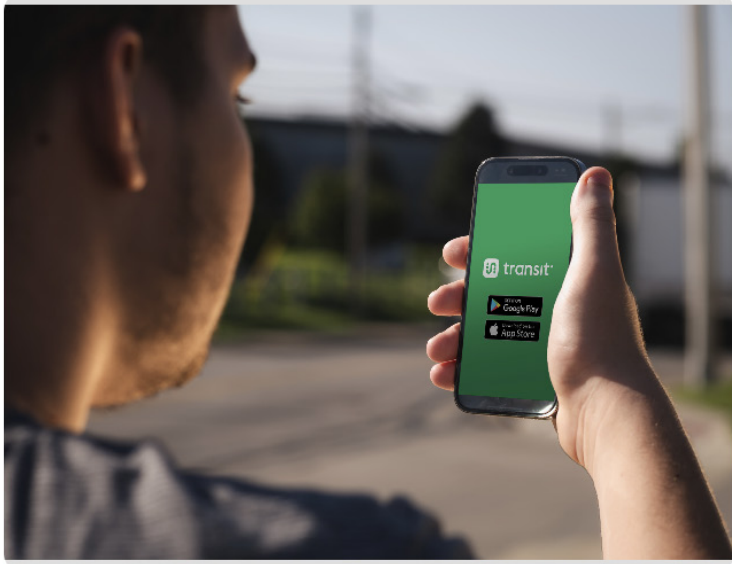
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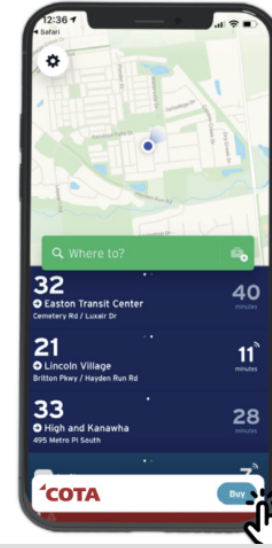
Click "From." Enter the address where your trip will begin. Select the address from the list that populates. Next click "To." Enter the address of your final destination. Select the address from the list that populates. Fill in the date and time you want to travel. Then click "Let's Go."



You may see several trip options. Select the option that works best for you. You may have to walk to your closest COTA stop. The time and distance to walk to your stop for each route option will be shown. You can copy the link or print your itinerary to reference later. Write down the route name and direction.

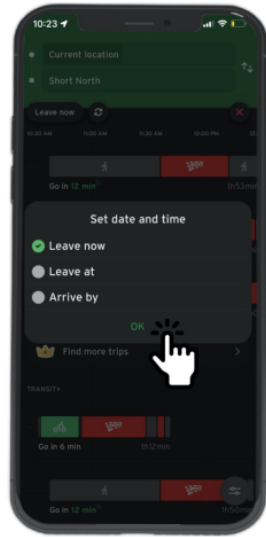


Option 2: Plan on the Transit app. Download the Transit app to your smartphone. Follow the instructions on the Transit app to set up your account.



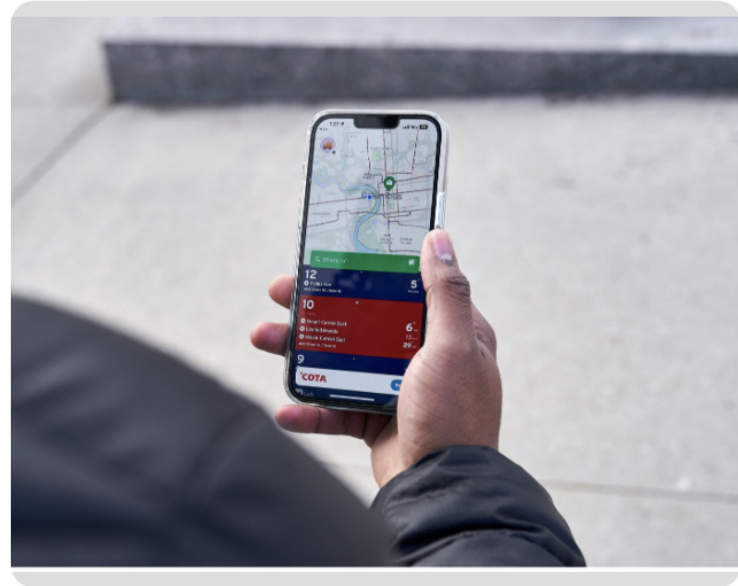
When you are ready to plan your trip, open the app. You can plan your trip with your destination address or search the closest COTA line. COTA fixed-route line numbers are shown as the large bold numbers on the left side of your screen.





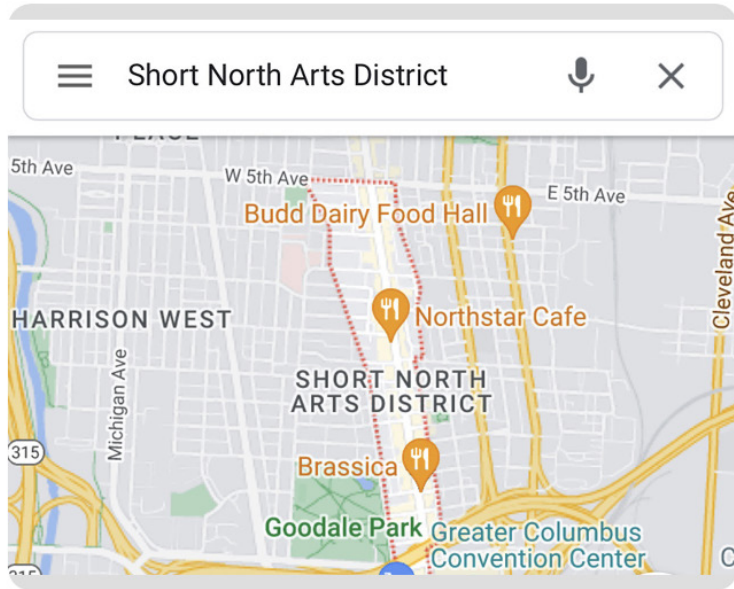
Tap “Where To.” Type in either the COTA line you want or your destination address. You can default to your current location, or you can change the “Origin” address. Under the top of the green screen, you will see “Leave Now.” If you tap “Leave Now,” you can set the date and time for the trip you are planning. You may see several trip options. Tap the option that works best

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If you would like to use the Transit app to track your ride, inform you where the COTA vehicle is, and know when to get on or off your vehicle, tap “Go.” You will now receive notifications about the vehicle you’re riding. You will also be able to see your vehicle traveling towards you in real-time on the app.

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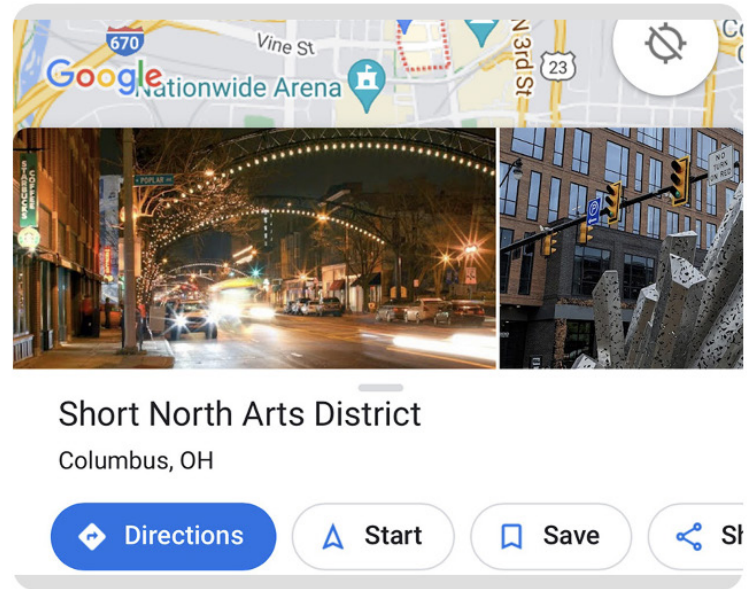


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Option 3: Plan on Google Maps Visit Google.com/maps. Enter an address in the "Search Google Maps" box. Select the address when it populates. Click "Directions." Enter a starting location where it says, "Choose starting point, or click on the map."

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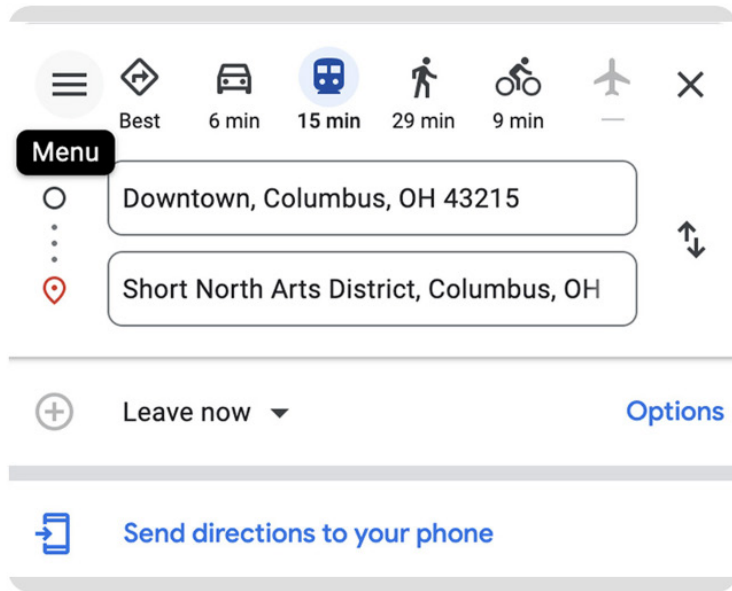


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Then click "Directions." Enter a starting location where it says, "Choose starting point, or click on the map."

**CARD 10 OF 17**

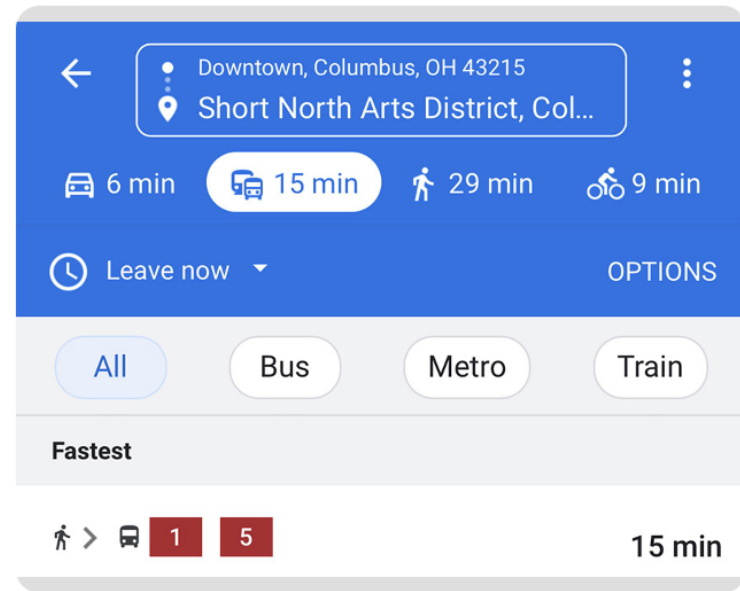


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Select the transit icon.

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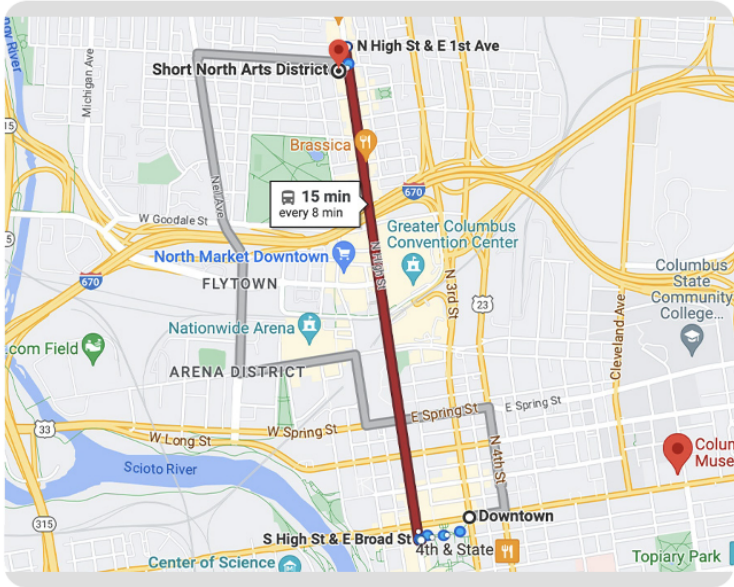


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The route options will provide information for if you were travelling right away. If you need to change the date or time of your trip, click "Leave now." Then enter the right date or time of your trip. You may see several trip options. Click the option that works best for you.

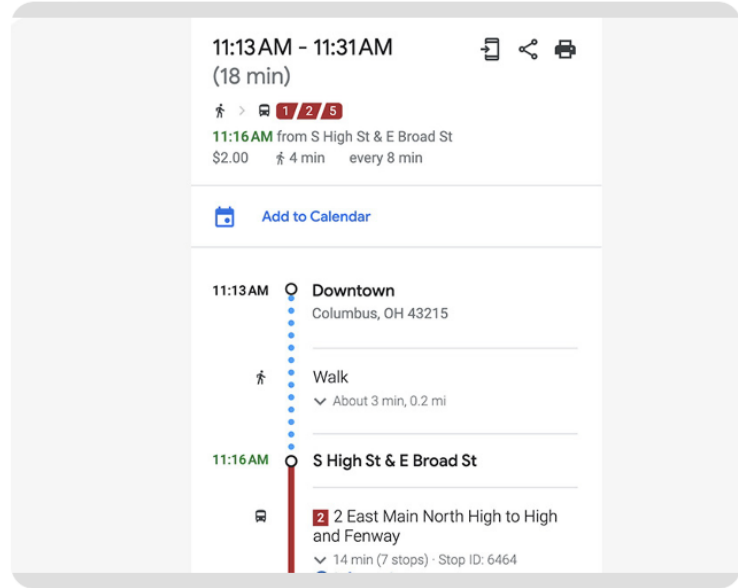
**CARD 12 OF 17**



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Google Maps will give you lots of information about your trip. You will see the distance and direction to get to or from your transit stop. You will see the cross street pick up and drop off locations. You will see transfers to another COTA vehicle if needed. You will also see any transfer layover time, route number and line information to navigate to your final destination.



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From this screen, you can choose an alternative line for your trip, if preferred. You can also email, share or print your route itinerary for use later.



Option 4: Visit COTA's Customer Experience Center. COTA is happy to help you plan your trip! You can plan your trip in person or by telephone. To plan your trip in person, visit our Customer Experience Center at 33 N. High St. Tell the representative where you would like to start your trip. Tell them your destination. You will also have to tell them the date and time of your trip.



To plan your trip by phone, call a Customer Care Advocate at 614-228-1776. Hours are Monday-Friday: 6 a.m. to 8 p.m. and Saturday-Sunday: 8 a.m. to 6 p.m. Our holiday hours are: 8 a.m. to 5 p.m. Tell the representative where you would like to start your trip. Tell them your destination. You will also have to tell them the date and time of your trip.





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You can also plan your COTA fixed route trip using the Uber app on your smart phone or device. Open the Uber app. Tap "Transit." Enter your route information. Click "Go" next to the route you would like to take. You can purchase a Day Pass on the next screen by clicking "Buy Ticket." You will pay for your fare directly through the app.